Application/Control Number: 09/855,860

Art Unit: 2600

CLMPTO 09/22/04 JW

Cancel Claims 1-28

Amend Claims 45,

29. (FreviouslyAmended) A method of processing a telephone call from a caller, the method including:

receiving the belephone call;

(dentifying a telephone number associated with the telephone call)
retrieving information associated with the caller from a database based on
the telephone number;

generating code, at a telephony server, for a web page that contains the information associated with the caller, wherein the web page is associated with an identifier; and

transmitting the identifier associated with the web page to an agent selected to answer the telephone call.

30. (Previously Presented) The method of claim 29, including displaying the web page to the agent.

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- 31. Previously Presented) The method of claim 28, including semblishing a occupation between the caller and the agent.
 - 22. (Previously Presented) The method of claim 29, wherein itseldentities associated with the web page is a surface resource locates (LRL).
 - 43. (Previously Presented) The method of claim 28, brouding misening the agent to prevent the received fellephone only before transmitting the identifier associated with the web page.
 - S4. (Previously Amended) The method of claim 56, wherein the agent is detected.
 Desert on the information associated with the celler.
 - 33. (Previously Amended) A system for proceeding a telephone call from a caller, the system indicating:
 - a comining mechanism to mostre the telephone call;
 - an identification mechanism to identify a faltiphone number second list with the telephone cells
 - a selectival mechanism to retrieve buforoution autocipied with the called to be a selective manner of the called the call
 - a web page generaling machinism to generality code, at a triaghony server, for a web page that combine the information associated with the caller, wherein the read page is associated with an identifier; and
 - a transmission mechanism to transmistic identifier associated with the web page to an agent extented so answer the belophone call.
 - 38. (Previously Presented) The system of claim 35, including a display avachantem for displaying the test page to the assessed agent.
 - (Previously Presented) The system of claim 33 including a correspond device to subblish a connection between the caller and the selected agent.
 - 38. Previously Amended) The system of data 85 including a solution out charism to select the agent to numeer the telephone call.
 - 39. (Fraviously Americae) The system of claim 18, wherein the solution mechanism selects the agent bread on the retrieved information that is associated with the culture.
 - 40. (Previously Amended) A machine-resideble medium having stored thereon a sequence of instructions that, when executed by a machine concess the machine for

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receive a telephone cell from a caller,

identify a balophone mumber associated with the telephone call; recrieve information associated with the caller from a distribute based on the (alsologue mumber)

generate code, at a balaphory server, for a wab page that contains the information associated with the caller, wherein the web page is associated with an adentifier; and

is a nearly the biantifier associated with the web page to an agent selected to answer the balontone call.

- 61. (Previously Presented) The method of claim 50, wherein his web page includes an inferentive web page that enables the agent to some additional information.
- 61. (Previously Prevented) The method of claim 30, wherein the identifies associated with the web page is communicated to an agent dashdop application that retrieves and displays the web page.
- 43. (Previously Presented) The system of dates 50, wherein the display residents in displays an interactive web page that enables the minoted agent to access additional information.
- 46. (Previously Presented) The system of claim. 18, wherein the transmission mechanism communication the identifier resociated with the such page to an eighth desiring application that retiseves and displays the web page.
- 45. (Currently Amended) A system to process a telephone cell from a cellur, the system including:
 - a first mason for seculating the telephone call;
 - a second means too identifying a bisphore number associated with the received bylephone cally
 - a third recent for retrieving information associated with the culter from a dashbum based on the identified telephone number;
 - a fourth means for generating code, at a lappiness moves, for a web page in thus contains the information suspensed with the calles, whereth the web page is associated with an identifier; and
 - p Eith means for countricing the identifier associated with the web page to an apart adented to exerce the talephone call.